



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Think 12 Corporation**  
**Hello Depot**  
**for quarter ending March 31, 2004**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.30	3.80	3.10	3.40
B. Operator Answer Time - Information [730.510(a)(1)]	5.90	4.89	5.20	5.33
C. Repair Office Answer Time [730.510(b)(1)]	5.10	6.15	7.50	6.25
D. Business or Customer Service Answer Time [730.510(b)(1)]	2.40	3.45	4.80	3.55
E. Percent of Service Installations [730.540(a)]	99.05%	99.50%	99.90%	99.48%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.70	0.60	0.50	0.60
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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